

# Commonwealth of Massachusetts

Executive Office of Health and  
Human Services



## Chapter 257 of the Acts of 2008

Provider Information and Dialogue Session:  
Programs of Assertive Community Treatment (PACT)

March 16th, 2015

[www.mass.gov/hhs/chapter257](http://www.mass.gov/hhs/chapter257)  
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# Agenda



- Overview - Chapter 257 and Rate Development Process
- Service Description and Current Pricing Components
- Rate Model In Development
- Operational Considerations
- Timeline/Next Steps
- Questions/Feedback



## Chapter 257 of the Acts of 2008



Chapter 257 places authority for determination of Purchase of Service reimbursement rates with the Secretary of Health and Human Services under MGL 118E. The Center for Health Information and Analysis (CHIA) provides staffing and support for the development of Chapter 257 pricing.

**Chapter 257 requires that the following criteria be considered when setting and reviewing human service reimbursement rates:**

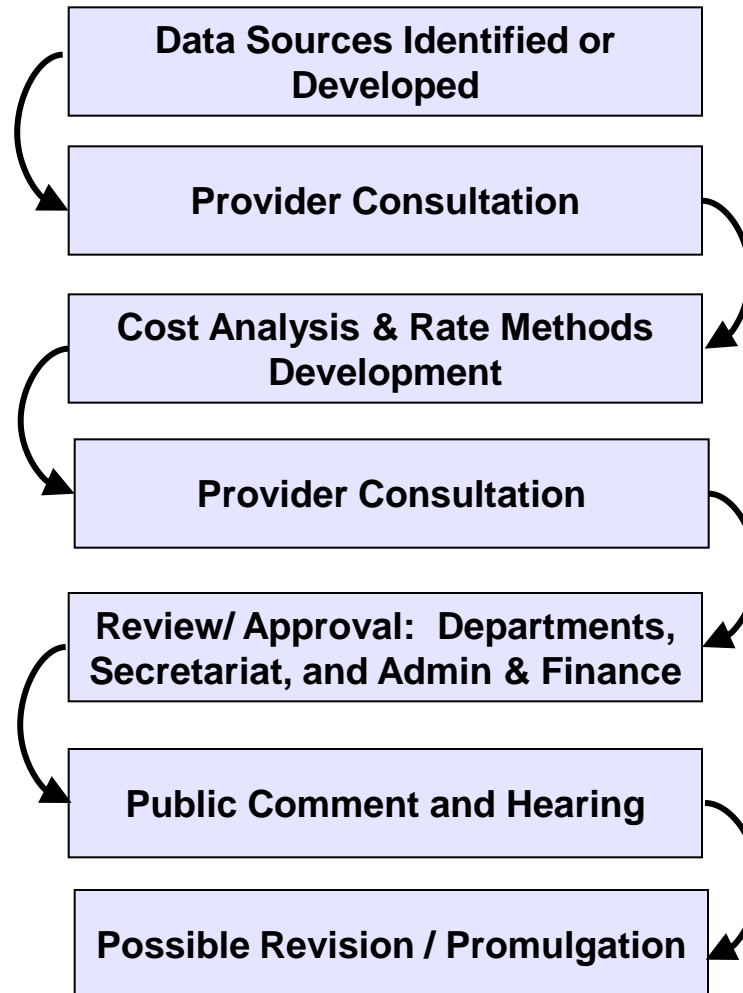
- Reasonable costs incurred by efficiently and economically operated providers
- Reasonable costs to providers of any existing or new governmental mandate
- Changes in costs associated with the delivery of services (e.g. inflation)
- Substantial geographical differences in the costs of service delivery



# Process of Analysis, Development, Approval, and Hearing



## Pricing Analysis, Rate Development, Approval, and Hearing Process





## Program Description



PACT includes a team of dedicated, qualified staff who operate as a unified, self-contained service delivery system, providing a mix of clinical, rehabilitative and recovery oriented services to support each client's personal recovery journey.

Each client is assigned to a mini-team comprised of those team members whose particular area of expertise is most needed by that client.

Active planned interventions are provided seven days per week as needed. Services to avert a crisis or provide support to a client through a crisis are available 24 hours a day, seven days of the week.

| Activity Code | Program Name                             | FY14 Spending | Target Rate Finalization | Target Rate Implementation |
|---------------|--|---------------|--------------------------|----------------------------|
| 3031          | Program of Assertive Community Treatment | \$12,232,513  | TBD                      | TBD                        |



# Key Points



A PACT program offers extensive outreach and highly individualized, flexible community supports customized to help each client gain:

- Maximum self-determination through control and choice in his or her life
- Support through natural relationships and associations
- Opportunities to expand and deepen emotional, social, vocational and spiritual connections with the person's self defined community
- Optimal physical health/wellness
- Access to services designed for client's changing needs, preferences and life situations

**Services in PACT are provided as long as the client needs them.**



# PACT Staffing Model: Standard (80 Client)



## Typical Staffing Pattern of a Standard PACT Program

|                                     |              |
|-------------------------------------|--------------|
| Team Leader (LPHA)                  | 1.00         |
| Program Functional Manager          | 0.05         |
| Psychiatrist                        | 0.64         |
| Registered Nurse (RN)               | 3.00         |
| Clinician (LPHA, Masters)           | 1.50         |
| Resource Specialist                 | 1.00         |
| Voc. Rehab Specialist (Masters)     | 1.00         |
| Substance Abuse Clinician (Masters) | 1.00         |
| Peer Support Specialist             | 1.00         |
| DC Staff (Bachelors)                | 1.50         |
| Program Support (Admin)             | 1.00         |
| <b>Total Staff</b>                  | <b>12.69</b> |



# PACT Staffing Model: Small Pact (50 Client)



| Typical Staffing Pattern of<br>Small PACT Program |             |
|---|-------------|
| Team Leader (LPHA)                                | 1.00        |
| Program Functional Manager                        | 0.05        |
| Psychiatrist                                      | 0.40        |
| Registered Nurse (RN)                             | 2.00        |
| Clinician (LPHA, Masters)                         | 2.00        |
| Peer Support Specialist                           | 1.00        |
| Direct Care (Bachelors)                           | 1.50        |
| Program Support (Admin)                           | 1.00        |
| <b>Total Staff</b>                                | <b>8.95</b> |





# PACT Staffing Model: Forensic Program



The Forensic Program currently includes a residential component which DMH will continue to fund. The Forensic Model will consist of the Small Pact Model and a Group Living Environment(GLE) for 4-6 clients.

| Typical Staffing Pattern of<br>Small PACT Program |             |
|---|-------------|
| Team Leader (LPHA)                                | 1.00        |
| Program Functional Manager                        | 0.05        |
| Psychiatrist                                      | 0.40        |
| Registered Nurse (RN)                             | 2.00        |
| Clinician (LPHA, Masters)                         | 2.00        |
| Peer Support Specialist                           | 1.00        |
| Direct Care (Bachelors)                           | 1.50        |
| Program Support (Admin)                           | 1.00        |
| <b>Total Staff</b>                                | <b>8.95</b> |

| PACT FORENSIC<br>Standard GLE (Capacity 4 to 6) |              |
|---|--------------|
| Management                                      | 0.20         |
| Direct Care                                     |              |
| Site Manager                                    | 1.00         |
| DC Blended (DC I + II)                          | 6.00         |
| Relief  | 0.92         |
| Tax and Fringe                                  | %            |
| <b>Total Program Staff</b>                      | <b>8.12</b>  |
| Occupancy                                       |              |
| Food  |              |
| Transportation                                  |              |
| <b>Total Staff in Forensic</b>                  | <b>17.07</b> |



## PACT: Utilization Factor



- Utilization is an adjustment to base program costs to account for anticipated periods where a provider may not be at 100% capacity.
- PACT program models will carry over a 95% utilization as stated in previous RFR.



# Third Party Revenue



It is anticipated that the PACT program teams will generate third party revenues.

Entities that can be billed include:

- **MBHP**
- **OneCare**
- **Medicaid**
- **Medicare**

Third party revenue will continue to be tracked through quarterly reporting to DMH.



# PACT Program: Operational Costs Survey



## PURPOSE:

To gather cost information on operational costs that are associated with DMH-purchased PACT programs.

- Staff Communication / Mobile Technology
- Staff Mileage
- Overtime / Staff Differential
- Contract Rent / Recurring Expenses
- Additional Client Expenses

**An open comment period of one week will be in effect after this session to allow for modifications to the proposed Operational Cost Survey ending 3/23/15. Survey will remain open for a two week period following the release data.**



# OPERATIONAL COST SURVEY



## Questions/Feedback



The meeting presentation will be posted on Chapter 257 website:

[www.mass.gov/hhs/chapter257](http://www.mass.gov/hhs/chapter257)

Comments and questions regarding this meeting and/or the Chapter 257 process can be sent to:

[EOHHSPOSPolicyOffice@state.ma.us](mailto:EOHHSPOSPolicyOffice@state.ma.us)



# Timeline



## Next Steps:

- Open comment period for Operational Costs Survey
- Post Comment period adjustments to survey ending 3/23/15
- DMH / EHS to receive survey data (two weeks after release date)
- 2<sup>nd</sup> Provider Session
- Rates Proposed; Public Hearing
- Post-Hearing updates
- Review/Adjustments
- Final Approval of Rates/ RFR
- Implementation